

VOLUNTEERING FOR A LIFETIME? Volunteers' intention to stay in Portuguese Hospitals

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Purpose – The current study aims to explain Hospital volunteers' intention to stay in an organization through the understanding of motivations, management factors and satisfaction.

Design/methodology/approach – A total of 304 Hospital volunteers, mainly women, completed a questionnaire measuring motivations, management factors, satisfaction and intention to stay. In this study was used structural equation modeling.

Findings – Results demonstrate that there is a positive relationship between (a) motivations and satisfaction, (b) management factors and satisfaction, (c) satisfaction and intention to stay and (d) motivations and management factors. These results presents important outcomes that must be reflected in the way organizations act.

Research limitations/implications – This research was restricted to the health care context and to the opinion of only one stakeholder (volunteers). We assume volunteers intention to stay as a main predictor of retention. However there are other variables, not considered here, that might influence volunteers' intention to stay.

Practical implications – This research provide clues about the aspects most valued by volunteers and allow NPOs to design and establish appropriate and assertive management policies.

Originality/value – The value of this paper is that it looks at how volunteers' intention to stay is influenced.

Keywords: motivation, satisfaction, management factors, intention to stay, hospital volunteers

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